

WITCHAM PARISH COUNCIL

Dealing with Complaints - Procedure

1. You will need to raise your formal complaint with the Clerk in writing or by email – clerk@witchamparishcouncil.gov.uk. If you do not wish to report your complaint to the Clerk, you may take your complaint to the Chairman of the Council and it will be reported to the next Council meeting.
2. The Clerk will acknowledge your complaint, normally within 5 working days*. The Council will confirm to the complainant if the complaint will be treated as confidential.
3. The complaint will be investigated and further information will be obtained as necessary from you or members of the Council.
4. You will be notified of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint, within 20 working days*.
5. If you are dissatisfied with the response to your complaint, you have a right to Appeal within 21 days of receipt of the letter, you may ask for your complaint to be referred to an Appeals Panel. You will be notified in writing of the outcome of the review of your original complaint, usually within 8 weeks.

*it will only be in exceptional circumstances that the Council would take longer than these timescales, eg because a key person is on holiday/sick, or it is more complex or external advice is needed. If this is the case you will be kept informed.

Some complaints, for example, connected with the services and responsibilities of other statutory bodies, such as for example, potholes, planning, carparking/abandoned vehicles, noise/smell/waste nuisance, dog fouling – should be reported to the appropriate statutory body, eg Cambridgeshire County Council, East Cambridgeshire District Council, Police

Persistent or Vexatious Complainants

Some Councils experience problems with unreasonable behaviour from complainants. If in the opinion of the Clerk, after consultation with the Chairman, this occurs, then the complaint(s) will not be investigated and the reasons given why. If the Council supports this recommendation no further action will be taken and you will be informed of the decision.

